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ABSTRACT

This study evolved from a survey of all academic libraries in Georgia, designed to identify current online activities in the state's academic libraries, and to predict future directions and trends. The information was gathered to provide a pool of data for comparison, planning, management, and administration of online services, and to serve as a model for a national study. Of the 66 academic libraries surveyed, 59 (89.4%) responded. Points covered include: (1) profile of users; (2) administration, e.g., policies, recordkeeping, fees, search volume, and user aids; (3) staffing; (4) equipment and telecommunications; (5) online ready reference; (6) evaluation procedures; (7) perceived advantages and disadvantages; and (8) future plans for an online service. Conclusions should be of interest to online searchers, reference librarians, library administrators, and others in the academic community who deal with online search services. (Author/DMC)

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# STATUS AND FUTURE DIRECTIONS OF ONLINE SEARCH SERVICES IN GEORGIA ACADEMIC LIBRARIES

Paper presented at the Georgia Library Association Biennial Conference, Jekyll Island, Georgia, October 28, 1983

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IR050182

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STATUS AND FUTURE DIRECTIONS OF ONLINE SEARCH

SERVICES IN GEORGIA ACADEMIC LIBRARIES

In the past ten years online literature retrieval has developed into a standard service in many academic libraries in this country. However, many libraries do not yet provide for online searching, or they have only recently initiated it. The purpose of the present study, based on a survey questionnaire, is to describe the level of activity in Georgia academic libraries, and to discover the advantages, disadvantages, and future directions of online searching in Georgia. It is expected that data gathered may be used for policy decisions in this rapidly evolving area of librarianship by answering such questions as:

Which academic libraries presently offer online searching?

How do libraries integrate searching into their other activities?

What are their current practices and experiences?

What are their plans for the future, focusing on the next one to three years?

Library literature is replete with articles about online bibliographic retrieval. However, surveys tend to focus on the different phases of library search services. No recent survey was found which gives a comprehensive overview of all major aspects involved in searching. In the current study, a questionnaire was designed to measure all significant components of the organization and management of search services in individual libraries, thereby providing a total picture of online searching in each library and offering points for comparison from one library to another. Categories covered by the survey are:

Type of institution - divided into university, college, community or junior college, and other (which turned out to be professional schools affiliated with universities).

Availability of searching - how long they have been searching and which vendors they use.

Location of service - both within the library and in branches, including which departments handle any phase of the search service.

Users - covering categories of clientele, client interviewing, whether the client is present at the

search, and end user searching.

Administrative procedures - such as policies, recordkeeping, search definitions, charging and fees, and user aids and manuals; also, the greatest unresolved problems, perceived benefits and/or disadvantages of online searching to the institution.

Staffing and support - including how much time librarians devote to searching and which departments these librarians come from; the most used training method; and clerical support for the service.

Equipment and telecommunications - type of terminal used for searching; search and print speeds; and satisfaction with equipment.

Ready Reference - and spontaneous searches.

Evaluation of online searching - both by the users and by the coordinator of the service; also, an evaluation of its effect on other library services.

Future plans - within the next three years.

The population surveyed was limited to Georgia academic libraries. The 66 academic libraries identified in the state were composed of universities, four-year colleges, community or junior colleges, and professional schools connected with universities, such as law, medicine and pharmacy. Size ranged from the one-person operation to the large university search service. Public, school, and special libraries' search services were excluded from the sample since they have different missions, goals and sources of funding. However, much of the data gathered in this survey can be used by these libraries. A pre-test of the questionnare led to final revision and distribution in June 1983. The rate of response was high: 59 of the 66 libraries -- or 89.4% -- returned the questionnaire (Figure 1). Summary statistics from the compiled outcome follow.

Of 59 responses, 25 libraries - or 42.4% - offer searching; 34 - or 57.6% - do not (Figure 2). Of the 25 libraries with search services, 12 have been searching for less than three years, and 13 for over three years. A small majority (14) have been searching between one and five years. Only two libraries, the A.W. Calhoun Medical Library of Emory University and the Georgia Institute of Technology, have been searching over ten years.

Of the 34 libraries not now offering online searching, only six plan to offer it within the next three years. Thus, by 1986; the number of libraries searching will rise from slightly under half to slightly over half -- or 52.5% (Figure 3). Figure 4 shows how this breaks down by type of institution. Of the eight

universities responding, seven currently offer online searching and one plans to add it. Of the 20 four-year colleges responding, nine currently offer it and two plan to add it. Of 24 community or junior colleges responding, three currently offer it and three plan to add it. Of the seven university professional schools, six currently offer searching, and the seventh does not plan to offer it since it has access through its main library. In summary, all the universities offer or plan to offer online searching within the next three years; all professional schools offer searching or have access; slightly over 50% of four-year colleges and only 25% of the junior colleges will be offering it by 1986.

In 1981 Sandy and Evans of Armstrong State College published an article* based on a survey of four-year colleges with enrollments of 1,000 to 5,000 in four southeastern states - Alabama, Florida, Georgia and South Carolina. At the time of their survey, Florida was the only state in which over half the libraries were searching, and only 30% of the libraries in Georgia were searching. This present survey shows that now - approximately three years later - the Georgia percentage has risen to 50%, an increase of 20%. The projection for this enrollment group in the next three years shows a steady increase of another 20%. Four-year colleges of under 1,000 enrollment were not included in the Sandys and Evans study. The present research shows that only one four-year college with enrollment of under 1,000 - Agnes Scott - is searching, and none plan to add it in the next three years.

The Sandys and Evans study also found that most libraries not offering online searching cited cost and lack of bibliographic need as major factors for not offering online searching. The present study shows that the dollar volume of online searching in most libraries in Georgia is not a very costly factor. The bar graph based on the present study (Figure 5) shows that 12% of the libraries responding had a dollar volume of $1,000 or less; 28% from $1,000-$5,000; and 8% each from $5,000-10,000, $10,000-$25,000, and $25,000-$50,000. Therefore, 40% of those responding reported a dollar volume of $5,000 or less. Moreover, these dollar amounts are not totally absorbed by the libraries' budgets, since the study shows that most libraries, 19 out of 25, charge for searching in some way. Eleven of the 25 libraries responding charge for all searching, and eight charge for some categories of patrons and not for others. Only six libraries absorb the total cost.

With regard to ready reference searching, all 16 of the

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*Gerald C. Sandy and James D. Evans. "On-Line Information Systems in Non-Research Academic Libraries A Missed Opportunity?" Educational Technology, 21 (January 1981): 318-40.

libraries offering ready reference searching offer it free, usually at the librarian's discretion. All libraries record the number of ready reference searches done, and libraries which have offered searching longer tend to be the ones offering ready reference searching.

The category of equipment is one where changes are occuring most rapidly. Equipment affects search costs, with higher speed equipment reducing the cost of actual searching and online printing. Also, some database producers and online vendors are recalculating their charges based on anticipated microcomputer downloading. Thus, it is interesting to see what kind of equipment Georgia libraries are using. The study shows that only four libraries in the state are currently using microcomputers - one from each of the four types of institutions. The university library is using IBM PC's; the college and professional school libraries are each using TRS 80's; and the junior college library is using an Apple II. Twenty-two libraries reported having dumb terminals, with 13 of the 22 respondents searching at 1200 baud and nine at 300 baud. Although the type of terminal varied widely, most use a Texas Instruments model. Nearly all - 23 of the 25 - reported satisfaction with their equipment, which may be a reaction to familiarity. The remaining two libraries thought their equipment too slow, and, according to an added comment, "too dumb." Although there was no prepared question about satisfaction with telecommunication systems, some respondents commented that their trouble was more with telecommunications than with equipment.

The questionnaire asked about vendors, and all 25 libraries answered the question. As shown in the bar graph (Figure 6), DIALOG is the most heavily used system, with BRS (Bibliographic Retrieval Service) second, and the National Library of Medicine's MEDLARS third. The other systems most frequently reported were ISI (Institute for Scientific Information), SDC's ORBIT, Lexis, and Dow-Jones.

Users, or clientele, was another important category researched, and the findings are summarized in Figure 7. As shown, searching is most often available to all affiliated users, and always to faculty. The most surprising finding was that 52% - slightly over half - offer searching to the general public. Concerning the presence of these users at the time of the actual search, ten libraries, or 40% usually require the patron to be present and an equal number do not. The user may or may not be present, depending on circumstances, in the remaining five (20%) of the libraries.

In measuring the effect of online searching on libraries, the survey specifically asked about dropped indexes or abstracts, dropped periodicals or serials, and the effect of online searching on interlibrary loan. Nine of the 25 libraries had dropped some index or abstract. These tended to be expensive sets, such as Chemical Abstracts. Only one library had dropped

periodicals or serials, although some report that the coming of full-text search and retrieval might change that in the future. A finding not anticipated was that, due to increased demand, some libraries are adding periodicals and serials. Another unanticipated finding was that some libraries are considering dropping reference tools which are online. In regard to interlibrary loan, 16 of the 25 libraries perceive an increase.

Information was gathered on the perceived advantages and disadvantages of online searching for the user, the library and the institution. Twenty-four libraries - all but one - responded to the question on advantages, with 14 stating that online searching enabled them to give better service. Ten commented on expansion of resources and nine commented on time savings. Some mentioned that the expanded resources included information not available to them in printed form. Ten responded that it was labor-saving, and efficient, both for the user and for the librarian. Somewhat overlapping were the nine responses stating that the image of the library and/or the librarian was improved and that the library was perceived as having "state-of-the-art" technology. Other responses included: more thorough literature searches; currency of information; faster service; searching with strategies not possible manually; the ability to offer current awareness searches; more personalized service to users; more contact with alumni and researchers in the local area; and a reduction in cost for the library. This last refers to accessing indexes and reference books online without having to buy the printed sources, and to the hours of time saved over performing manual searches.

Nineteen libraries responded to the question on disadvantages of online searching. Four saw no disadvantages. The largest number perceiving disadvantages (seven) cited increased workload. Five saw users' unrealistic expectations as a problem. These mentioned such things as patrons uncritically accepting computer searches as the best that could be done. Other users expected the searches to contain everything that had ever been done on the topics. Four cited lack of time of staff. An increase in interlibrary loans was reported as a disadvantage by three libraries. One comment emphasizing the last two categories was made by a library which reported not being able to publicize the service because they could not handle the increased search load and interlibrary loans. Other perceived disadvantages reported by one or two libraries each were: lack of money for training; expense in staff time; spending too much time with one patron; lack of work space; complaints about lack of journals to support literature searches; dropping paper indexes; searching not available at all times; searching only for those who can pay; patrons not directly accessing databases; users' misunderstanding that searches are free; decreased ability of students to do their own research; and the relatively high cost to the user.

Concerning future directions of online searching within the next 3 years, it is interesting to note that no respondent planned to drop online service. The major change forseen is searching via a microcomputer, with ten libraries planning to acquire microcomputers. Another popular response for the future was the expectation of end user searching by seven libraries with two planning to act as consultants for end users. Six libraries plan to add terminals, databases or vendors. Other responses of one to three libraries each include: publicizing the service; offering the service to outside users; either charging a fee or changing the fee structure; a growing demand for searching; increased ready reference searching; and increased online budgets for practice searching, subsidies, and free faculty searching. One library forsees output onto tape or disk, improved searching software, and the installation of the Ethernet system, a local area network for telecommunications, by 1984.

In conclusion, the typical search service in the state of Georgia is profiled in Figure 8. The search service is most often in a four-year college which has been searching for five years or less; the dollar volume is $5,000 or less searching is done on the DIALOG system using a Texas Instruments terminal, at 1200 baud, via TELENET or TYMNET; the clientele served is anyone, both affiliated and the general public; fees for full or partial cost recovery are generally charged, except that ready reference is always free for affiliated users; and reference librarians perform the searches.

These are a few of the highlights of the survey, which may prove useful to existing search services and to libraries planning to offer searching in the near future. The findings are not radically different from expectations in many areas, but it is satisfying to have statistics rather than speculations on which to base planning.

# ACADEMIC LIBRARIES

(RESPONSE–59; NO RESPONSE–7)

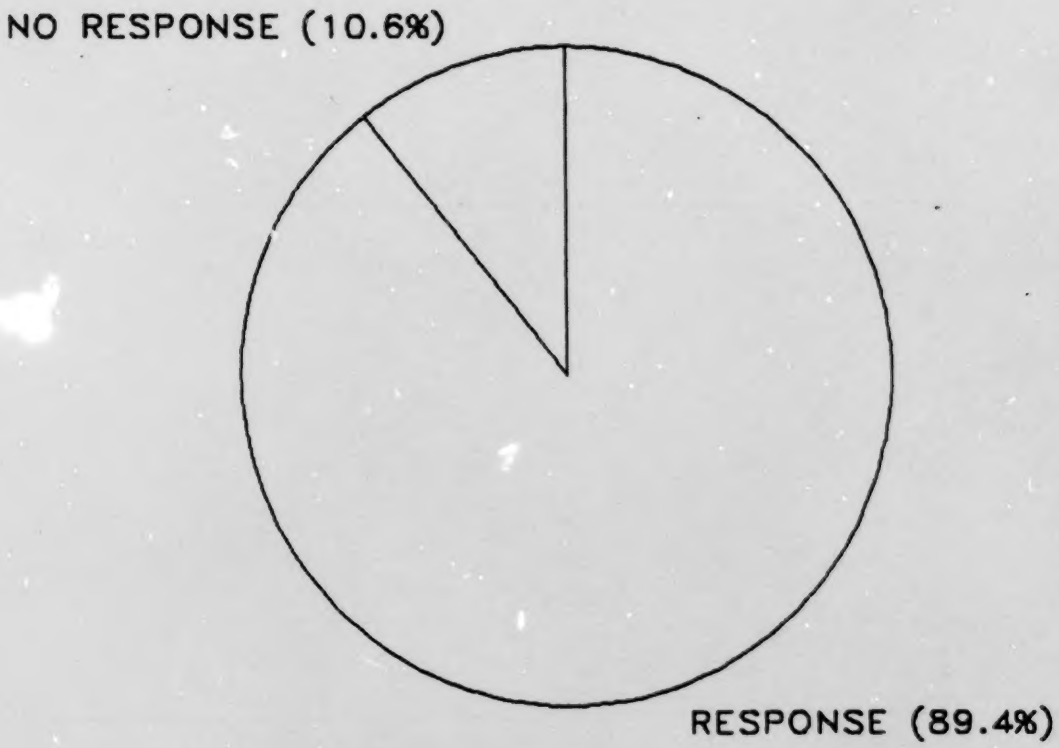


FIGURE 1

# NOW SEARCHING

(SEARCHING – 25; NOT SEARCHING – 34)

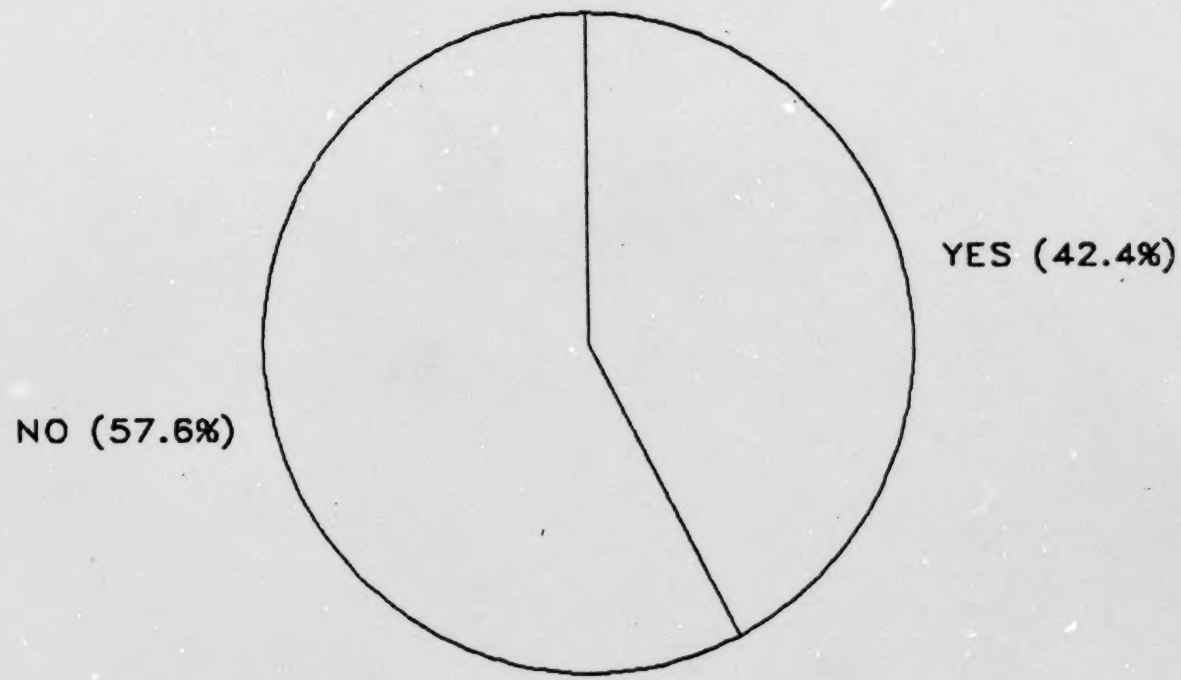


FIGURE 2

# PROJECTION FOR 1986

(SEARCHING – 31; NOT SEARCHING – 28)

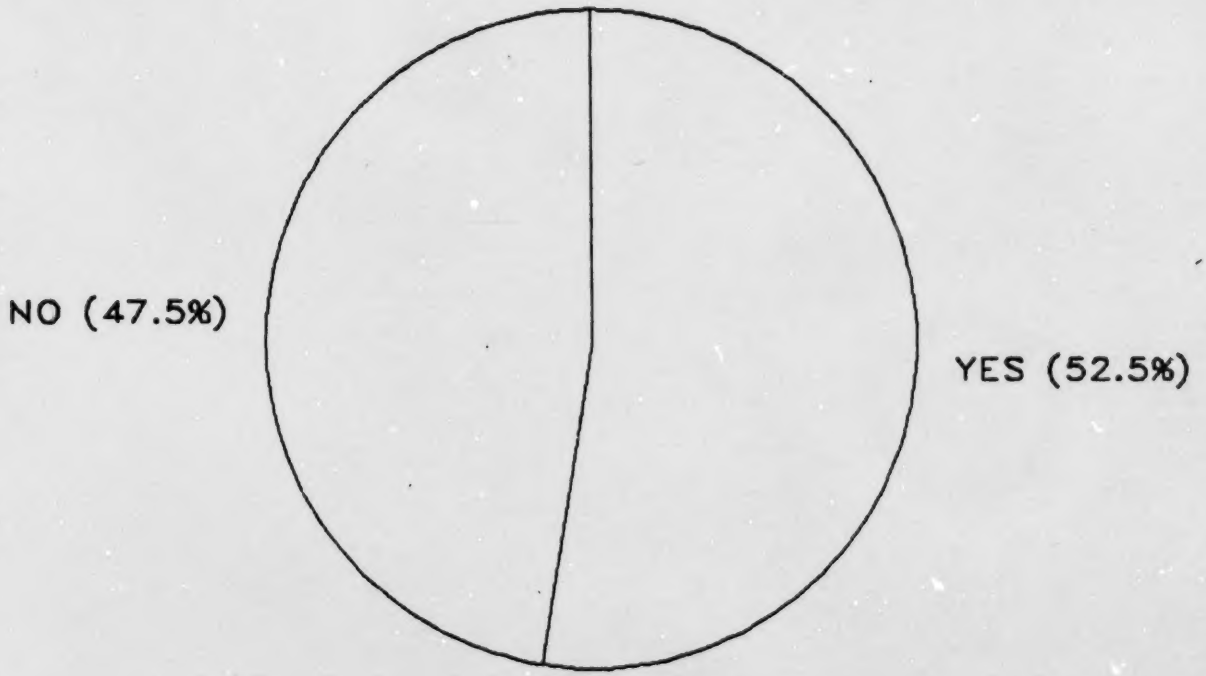


FIGURE 3

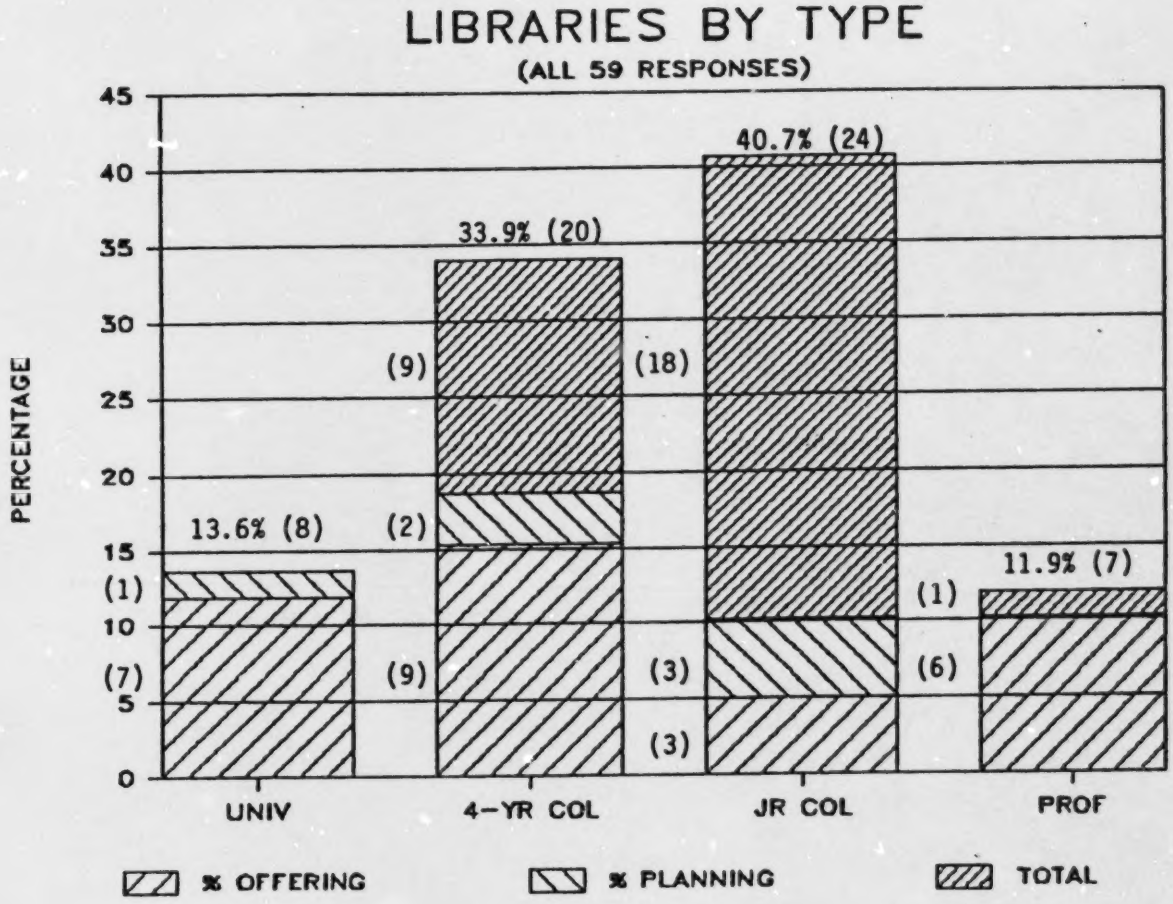
LIBRARIES BY TYPE
(ALL 59 RESPONSES)
PERCENTAGE
45
40
35
30
25
20
15
10
5
0
40.7% (24)
33.9% (20)
13.6% (8)
11.9% (7)
(9)
(18)
(2)
(1)
(1)
(7)
(9)
(3)
(6)
(3)
UNIV
4-YR COL
JR COL
PROF
% OFFERING
% PLANNING
TOTAL

FIGURE 4

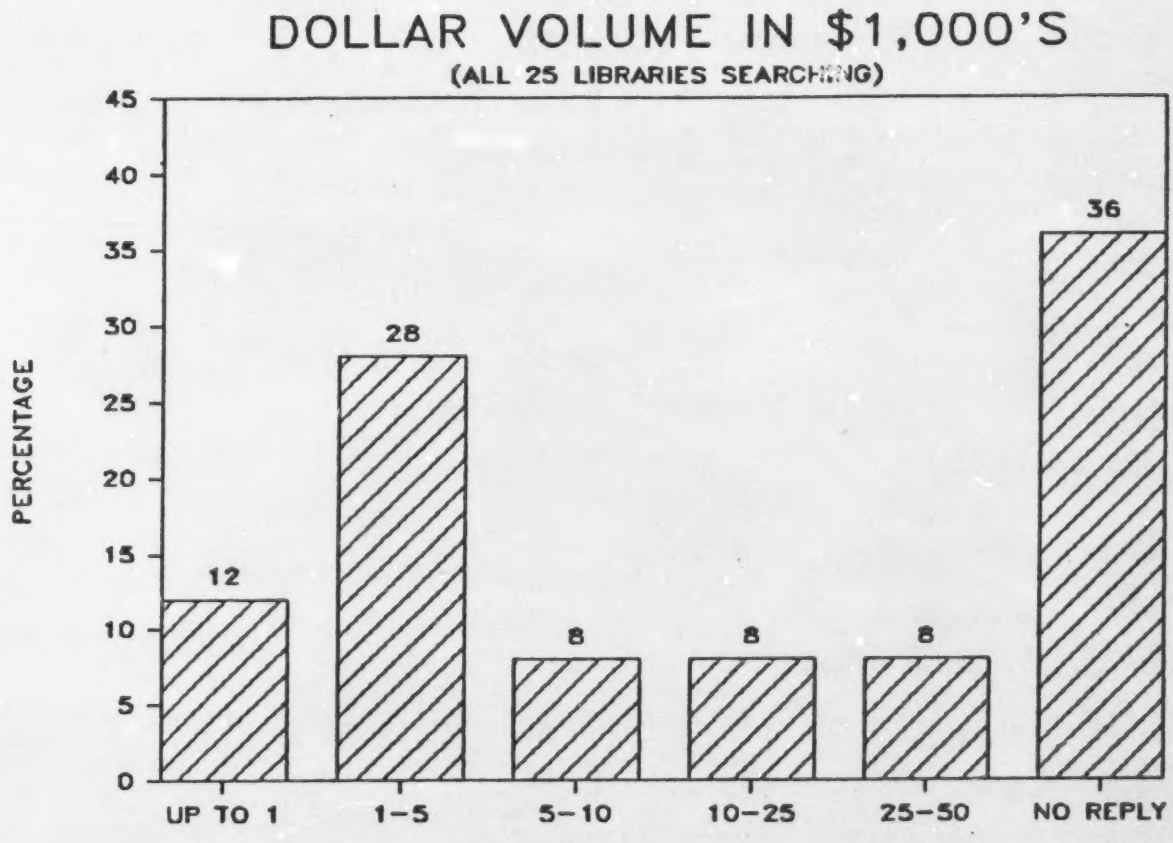
DOLLAR VOLUME IN $1,000'S
(ALL 25 LIBRARIES SEARCHING)
PERCENTAGE
45
40
35
30
25
20
15
10
5
0
12
28
8
8
8
36
UP TO 1
1-5
5-10
10-25
25-50
NO REPLY

FIGURE 5

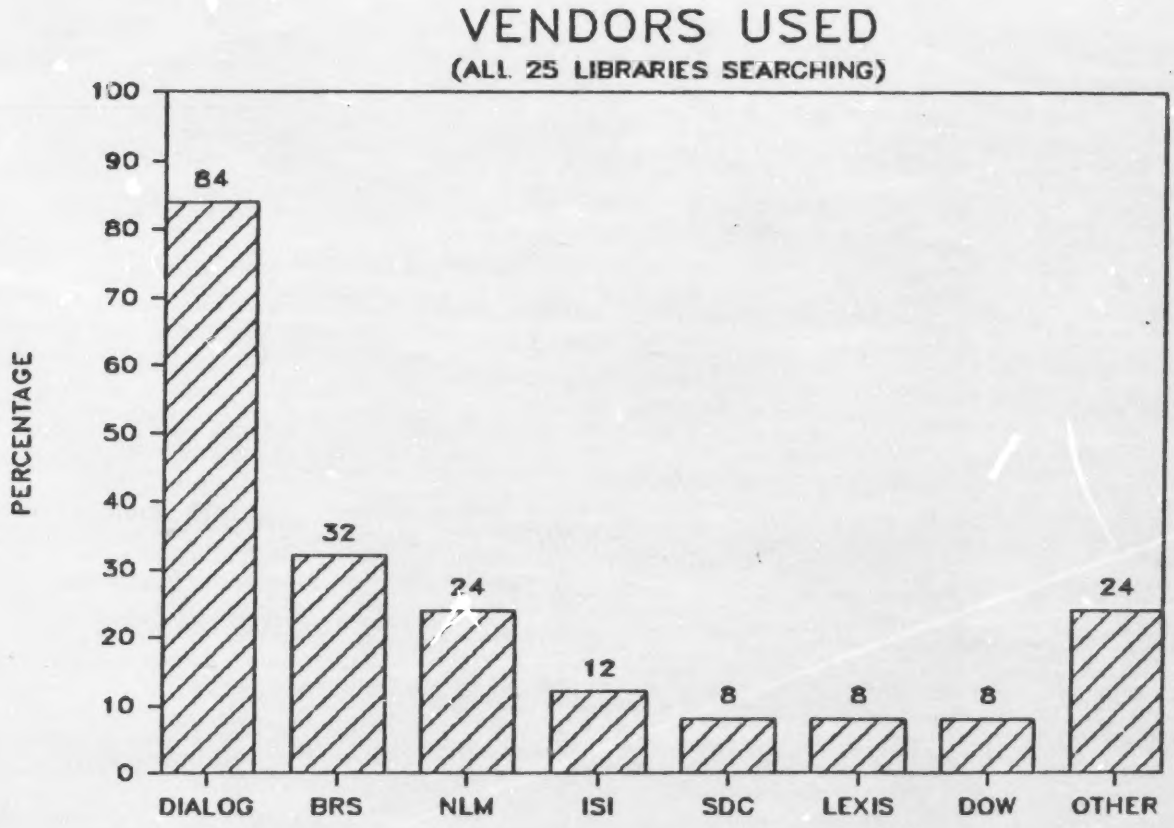
VENDORS USED
(ALL 25 LIBRARIES SEARCHING)
PERCENTAGE
100
90
80
70
60
50
40
30
20
10
0
84
32
24
12
8
8
8
24
DIALOG
BRS
NLM
ISI
SDC
LEXIS
DOW
OTHER

FIGURE 6

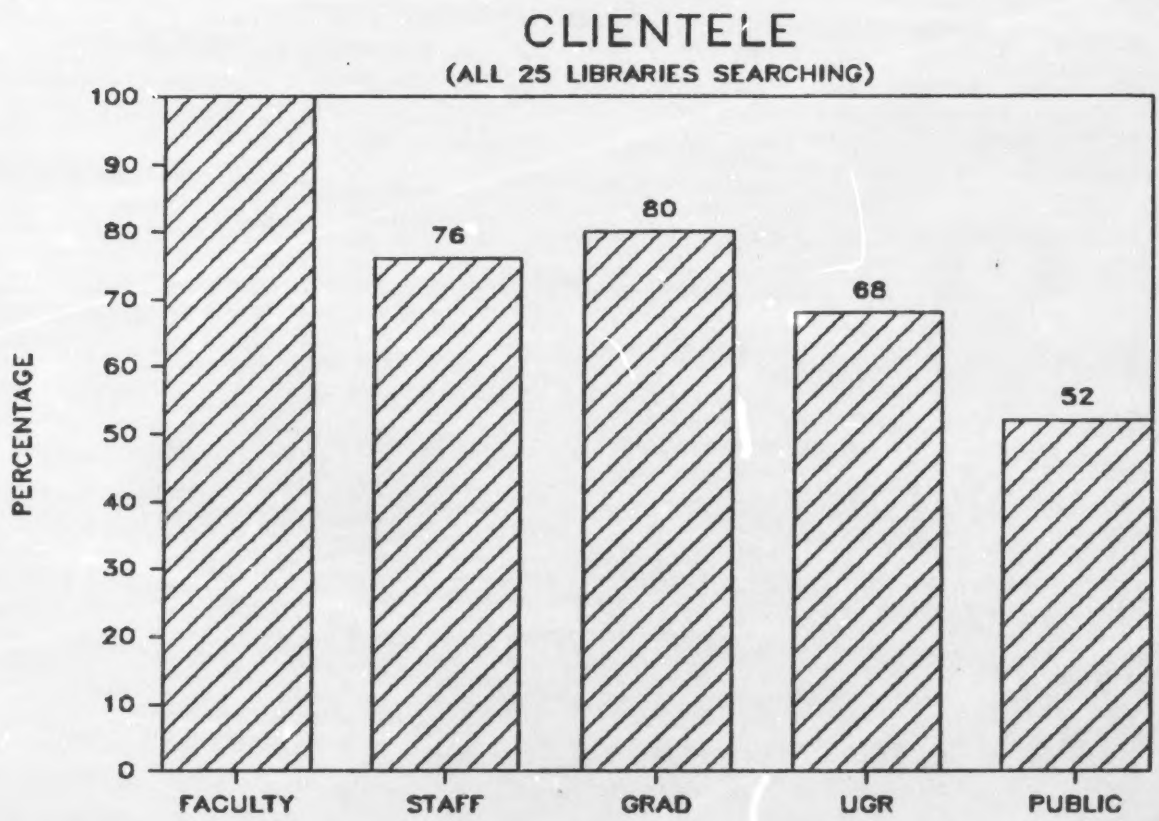
CLIENTELE
(ALL 25 LIBRARIES SEARCHING)
PERCENTAGE
100
90
80
70
60
50
40
30
20
10
0
76
80
68
52
FACULTY
STAFF
GRAD
UGR
PUBLIC

FIGURE 7

TYPICAL SEARCH SERVICE

- Four-year college
- $5000 or less
- DIALOG via TI
- 1200 baud
- Clientele - anyone
- Fee charged
- Free ready reference searching
- Reference librarians search

FIGURE 8

William Russell Pullen Library
**Georgia State University**
a unit of the University System of Georgia

100 Decatur St., SE
Atlanta, Georgia 30303

June 10, 1983

Dear Colleague:

The enclosed questionnaire deals with online searching in Georgia academic libraries and is to be the basis of a presentation for the College and University Division at the Georgia Library Association Convention at Jekyll Island in October 1983.

We would appreciate it very much if you would fill out the questionnaire or direct it to the person at your institution who would be most capable of completing it. In addition to presenting the results at the GLA Convention, we plan to make a summary available to those who participate in the study. (Check "Yes" to Part XI.)

If you do not have an online search service, please answer questions through Part II-B, which should take five minutes or less. If you do offer online searching, please fill out the entire questionnaire. We are attempting to cover all major aspects of an online search service. Although the questionnaire is lengthy, we have tried to make it as simple as possible. We hope that the information we gather will be helpful to the libraries surveyed by showing the current state and future plans for online searching in libraries of comparable size and type in Georgia.

Since the number of institutions being surveyed is limited, it is important that each questionnaire be returned in order for the research to be meaningful. Please return your questionnaire in the enclosed self-addressed, stamped envelope by July 15, 1983.

Thank you very much for your time and help. Any comments or clarification that you wish to add to your answers will be welcome. If you have a question, call Anne Page Mosby or Gayle McKinney at 223-2185 (GIST) or 404-658-2185.

Sincerely,

Anne Page Mosby

Anne Page Mosby

Gayle McKinney

Gayle McKinney

APM/GM/db

William Russell Pullen Library
**Georgia State University**
a unit of the University System of Georgia

100 Decatur St., SE
Atlanta, Georgia 30303

December 5, 1983

Dear Respondent:

Enclosed is a summary of the survey you participated in during June/July, 1983. We are making this information available to those who returned the questionnaire, as promised, so that you can use the data for your own internal library purposes. Unless otherwise indicated, all numbers refer to number of Georgia academic libraries. Due to your input, 59 of 66 libraries returned the questionnaire -- a response rate of 89.4%. Thank you very much for your participation!

The questionnaire attempts to measure particular aspects of online computer searching in Georgia academic libraries with the practical aim of providing statistical information for comparison with other college and university libraries in the state. Preliminary results were presented as "Status and Future Directions of Online Computer Search Services in Georgia Academic Libraries" at the Georgia Library Association Convention at Jekyll Island, October 28, 1983. We have been invited to submit an article on this research to the Georgia Librarian for possible publication. Also a copy of the GLA presentation, with detailed appendices, will be submitted for inclusion in ERIC during Winter 1984.

Once again, we appreciate your contribution to this study. We hope that you will find the results interesting, and useful in planning or managing your online search services.

Sincerely,

Anne Page Mosby

Anne Page Mosby

Gayle McKinney

Gayle McKinney

SUMMARY*

QUESTIONNAIRE

STATUS AND FUTURE DIRECTIONS OF ONLINE COMPUTER SEARCH SERVICES IN GEORGIA ACADEMIC LIBRARIES

I. INSTITUTION

A. Institution name _____

Address _____

_____

_____

Phone _____

B. Name of individual(s) completing this questionnaire:

_____

Position or job title _____

Address _____

_____

_____

Phone _____

C. Type of institution:

8 University (advanced degrees offered)

20 College (four year institution)

24 Community or junior college (two year institution)

7 Other (explain) (All professional schools connected with universities: medical, law, pharmacy)





D. Enrollment (headcount)

24 Under 1000

26 1000 to 4999

5 5000 to 9999

2 10,000 to 14,999

0 15,000 to 19,999

2 20,000 and over

II. AVAILABILITY

A. Does your library offer online searching through commercial vendors such as DIALOG, BRS, SDC?

25 Yes (if "Yes" go to II-C)

34 No (if "No" go to II-B)

B. If NO, do you have plans to offer an online search service within the next 3 years?

6 Yes (if "Yes" go to B-2)

28 No (if "No" go to B-1)

1. IF "NO, PLEASE STOP AND RETURN THIS QUESTIONNAIRE IN THE ENCLOSED STAMPED, SELF-ADDRESSED ENVELOPE. THANK YOU.

2. If you plan to offer an online search service within the next 3 years, how are you preparing for this service (for example literature review, committee proposals, taskforce studies, etc.), and what is your tentative beginning date for this service? (AFTER ANSWERING THIS QUESTION PLEASE STOP AND RETURN THIS QUESTIONNAIRE IN THE ENCLOSED STAMPED, SELF-ADDRESSED ENVELOPE.)

*Numbers refer to number of libraries. Comments noted are based upon most frequent and/or most interesting responses.

C. How long has your library offered online search services?

2 Less than 6 months

3 6 months to 1 year

7 1 to 3 years

7 3 to 5 years

4 5 to 10 years

2 Over 10 years

D. Which vendors do you currently use? (Do not include bibliographic utilities.)

21 Lockhead DIALOG

8 Bibliographic Retrieval Services, BRS

2 SDC ORBIT

1 Mead NEXIS

2 Mead LEXIS

1 New York Times Information Bank

2 Dow Jones

6 National Library of Medicine MEDLARS

3 ISI, Institute for Scientific Information

1 DOE/RECON

3 Other (Please specify) (Westlaw, CCH, Hazardline, NASA/RECON, CASSIS, Census, DTIC, EMIS, INFOLINE, TECHNET)





III. LOCUS

A. Where are the online search services offered that you administer? (Please include data in remainder of questionnaire for those that you administer.)

19 Main library

Which department(s)? _____

4 Branch libraries

Which branches? _____

6 Independent professional school libraries

Which professional libraries? _____

0 Other _____

B. How are patron search requests received? (Check all that apply.)

5 Online Search Department/Unit

23 Reference-type desk (e.g., General Reference desk, Science Reference desk, etc.)

8 Circulation desk

15 Request form (mailed or hand delivered)

18 Verbally over the telephone

0 Other (Describe) _____

C. Where are searches executed? (Check all that apply.)

5 Public service point, such as a reference desk

17 Work area

5 Other (Separate room or office with terminal)

D. How are results obtained by the patron?

22 Pick-up (Where? _____)

12 Delivery (How? _____)

5 Other (Explain) (At time of search)

## IV. USERS

A. Check the groups you regularly offer searches to. (Check all that apply.)

25 Faculty of your institution

19 Staff at your institution

20 Graduate students of your institution

17 Undergraduate students of your institution

12 Alumni of your institution

13 General public not affiliated with your institution

11 Other _____

B. If you are offering online search services to individuals who are not affiliated with your institution, specify who they are, by category. (Check all that apply.)

7 Governing board of the institution (e.g., Board of Regents)

10 Visiting scholars or researchers who have a formal authorization to use your library

5 Interlibrary use cardholders or consortium-affiliated users

5 University System borrowers card holders

6 Governmental agencies

11 Any unaffiliated persons, agencies, or companies

8 Other (Comment) _____





C. Check all methods used to publicize your online search service.

9 Campus newspaper

16 Flyers or brochures

10 Posters or displays

3 Signs or notices near a printed index (e.g., ERIC, SSCI, etc.)

18 Bibliographic instruction classes

17 At a reference desk

2 No publicizing

7 Other (Describe) (Library newsletter; demonstration searches; announcements to faculty)

D. Do you usually have a search interview with the patron?

24 Pre-search

11 Post-search

1 No interview

2 Other (Describe) (Troubleshooting with end user searchers)

E. Do you usually have the patron present when you execute a search?

10 Yes

10 No

5 Varies (Explain) _____

F. Within how many days of the time a patron wants a search are you usually able to run a search?

23 1-3 working days

0 4-6 working days

0 7-10 working days

0 Over 10 working days

0 Other (Explain) _____

G. Do your end users ever do their own searching in the library?

6 Yes (Explain) (Library funds allocated to departments to do own searching; searching by professional school students, i.e. law, pharmacy)

19 No

## V. ADMINISTRATION

### A. Policies and Procedures

1. Do you have written policies for administering online search services?

17 Yes

8 No

2. Do you have written procedures for administering online search services?

14 Yes

11 No

### B. Recordkeeping

1. Do you keep a log or record of searches performed?

24 Yes

1 No





2. Do you check your system or vendor bills for accuracy?

21 Yes

3 No

3. Do you have regular written reports to describe the activity of online search services? (Check all that apply.)

10 Have monthly reports

18 Have annual reports

3 Have other reports which are (Quarterly; cost recovery studies)

4 No written reports

### C. Search Volume

1. What is your definition of "a search?" (Check one.)

7 Each database searched

13 All databases searched in relation to a certain question at one session

4 All databases searched in relation to a certain question at multiple sessions

1 Other (Explain) (Each connection with a database)

2. What was your volume of searching for the 82/83 fiscal year?

a. see below Number of searches according to your definition of "a search"

b. see below Total number of connect hours used

c. see below Total dollar amount of searching done (connect time, royalties, communications charges, and prints)

a.

| Number of searches | Libraries |
|---|---|
| none - 100 | 5 |
| 101 - 500 | 6 |
| 501 - 1,500 | 4 |
| 1,501 - 8,000 | 5 |

b.

| Number of connect hours | |
|---|---|
| 0 - 50 | 7 |
| 51 - 250 | 3 |
| 251 - 600 | 5 |

c.

| Dollar amount | Libraries |
|---|---|
| $ 0- 1,000 | 3 |
| 1,001- 5,000 | 7 |
| 5,001-10,000 | 2 |
| 10,001-25,000 | 2 |
| 25,001-50,000 | 2 |

D. Charges

1. Do you charge the patron for a search? (Omit ready reference searches.)

11 Yes

6 No (If No, skip to Part V-E.)

8 Some categories of patrons are charged; some are not charged.

(Explain) _____

_____

2. If you charge, which best describes how you charge the patron for a search?

3 Flat fee(s)

6 Estimated cost

2 Estimated cost, plus a surcharge

2 Estimated cost, less a discount

1 Free to a certain limit

5 Other, which is (Combinations of the above)

3. How is the patron notified of charges? (Check all that apply.)

8 By invoice

8 By telephone

16 In person at the time of the search

3 Other (At time pick-up)

4. What type of payment is accepted? (Check all that apply.)

16 Cash

18 Check/money order

14 Departmental/grant charges

0 Other _____





E. User Aids

1. Do you catalog user aids and manuals?

7 Yes

17 No

1 Other (Explain) (Varies)

_____

2. Do you have a specified budget amount for user aids and manuals?

1 Yes

23 No

0 Other (Explain) _____

_____

F. What is/are your greatest unresolved problem(s) in providing online search service (e.g., scheduling, recordkeeping, fees, etc.)?

Charging/financing (11)
Training (5)
Lack of time/staff (5)
Scheduling (4)
Equipment/telecommunications (4)

G. What benefits do you perceive have accrued to your users, your library, or your institution due to online search services (e.g., change in perception of librarians, timeliness, labor-savings, etc.)?

Improved library service (14)
Expansion of resources (10)
Increased efficiency/labor-savings (10)
Time-savings (9)
Improved professional image/state-of-the-art technology (9)

H. What are any disadvantages you perceive which have accrued to your users, your library, or your institution due to online search services (e.g., increased work load, etc.)

Increased workload (7)
Unrealistic user expectations (5)
Lack of time/staff (4)
None (4)
Increased interlibrary loan (3)

| No. Libns. | Libs. |
|---|---|
| 1 - 10 | 17 |
| 11 - 25 | 4 |
| 26 - 65 | 3 |

## VI. STAFFING

A. How many full-time librarians are in your libraries? ↑

B. How many full-time librarians are active online searchers? 111

1. What percentage of each searcher's time is used for searching and search-related activities? (Fill in the number of librarians.)

0 100%

1 75% to 99%

19 50% to 74%

13 25% to 49%

78 Under 24%

2. Of these searchers how many have primary duties in the following? (Fill in the number of librarians.)

48 General Reference Department

9 Subject Reference Department, (e.g., Social Science Reference)

5 Collection Development

4 Acquisitions/Serials Department

1 Circulation Department

7 Government Documents Department

2 Separate Online Department

2 Cataloging Department

30 Other (Please list.) (Those with multiple duties are listed here)





C. What is your most used training method? (Check one.)

14 System workshops (i.e., by DIALOG, BRS, SDC, etc.)

1 Producer/vendor workshops (e.g., by Chemical Abstracts Service)

3 In-house training with an experienced searcher

2 Formal classes or workshops at academic institutions

1 Other (Describe) (Self-instruction)

D. How many support staff (or "non-professional") personnel assist in any way with online services? (Give number of each.)

25 Library staff (not librarians)

26 Student assistant(s)

0 Other (Explain)

E. About how many hours per week clerical assistance do you have for online services from support staff, student assistants, etc.?

2.3 Hours per week (Average number of hours)

F. If you have clerical assistance, what duties are covered? (Number of Libraries)

2 Log searches

6 Process mail and prepare search results

6 Notify patrons by phone or mail

7 Compile statistics

4 Reconcile online invoices or bills

7 Typing (e.g., reports, user aids orders, etc.)

0 Do online searching for users

2 Do "housekeeping" routines (e.g., releasing saved searches, getting vendor news, etc.)

10 Does not apply since there is no clerical assistance

4 Other (Accept search request; distribute search results; filing; accounting functions)

VII. EQUIPMENT

A. What type of equipment are you using to access online systems? Please give number and models in the lines to the right.

| | (Number of Terminals) NO. | MODEL(S) |
|---|---|---|
| "Dumb" computer terminal (printing or CRT) | 40 | |
| Computer terminal dedicated to a specific system (e.g., NEXIS) | 6 | |
| Communicating word processor (e.g., Wang) | 0 | |
| Microcomputer (e.g., Apple, IBM, etc.) | 5 | |

For microcomputer: NAME

1. What software program do you use for communications?
   a. Commercial program _____
   b. Program developed in-house _____
2. What other software programs do you use for any other purpose related to online search services? _____
3. If you are using a microcomputer, what is your hardware configuration?

Equipment:
- 4 Printer
- 4 Separate modem
- 2 A second disk drive
- 1 Other





B. At what speed do you usually search?
- 4 300 baud
- 13 1200 baud
- 0 2400 baud
- 0 Other (Describe) _____

C. At what speed do you usually print?
- 10 300 baud
- 12 1200 baud
- 0 2400 baud
- 0 Other (Describe) _____

D. Are you generally pleased with the equipment you use in your online searching?
- 23 Yes
- 2 No
  If "No", why? (Too slow)

E. Does your library lease or own the terminal(s)? (Check all that apply.)
- 4 Rent
- 0 Lease/purchase
- 21 Own
- 2 Other (Owned by another department on campus)

F. What means of communication do you use for online searching? (Check all that apply.)

20 TELENET

20 TYMNET

8 UNINET

4 DIRECT DIAL

0 Other (Explain) _____

G. Do you have plans to change or add to your equipment in the next 1-3 years?

11 Yes (If "Yes", please explain) _____

_____

_____

_____

9 No

## VIII. READY REFERENCE

A. Do you offer online ready reference searching?

16 Yes

9 No

(If "No, skip to Section IX; if "Yes", continue with this section.)

B. Do you have a written policy or guidelines for ready reference searching?

4 Yes (Optional: please attach a copy)

12 No





C. Do you charge for ready reference searches?

0 Yes

16 No

0 Other (Explain) _____

_____

D. Who is eligible for online ready reference searches? (Check all that apply.)

15 Affiliated users (e.g., students, faculty, staff, and alumni)

6 Authorized visiting scholars, researchers, or consortium-affiliated users

6 Unaffiliated users

1 Other _____

_____

E. When do you do ready reference searching? (Check all that apply.)

4 On demand

14 At searcher's discretion

0 Other (Explain) _____

_____

F. Do you record ready reference searches?

16 Yes (Tally? 3 log? 12)

0 No

IX. EVALUATION

A. How do you obtain feedback from your users regarding their satisfaction with the search results?

6 Users evaluation form filled out by the patron

6 Have no form but generally have a follow-up interview to discuss the search results

17 Have no form but welcome unsolicited comments

1 Other (Describe) (Evaluation form at later date)

B. Do you have a coordinator or supervisor who evaluates the search strategy or the search results of the other searchers?

1 Routinely checks all search strategies before searches are run

0 Routinely checks all search results after searches are run

4 Routinely checks only inexperienced searchers' strategies before searches are run

3 Routinely checks only inexperienced searchers' results after searches are run

7 Checks strategies or results only when requested by other searchers

8 Do not check or evaluate search strategies or results of other searchers

9 Other (Explain) (Only one searcher; discuss strategy or results as need arises; spotcheck strategies)





C. In evaluating your online search service, how has it influenced your collection and other services? (Check all that apply.)

9 Some abstracting/indexing titles have been dropped (Approximate number? 18 ; please give titles if feasible, otherwise, comment on your rationale.)

1 Some periodicals/serials titles have been dropped. (Approximate number? (No reply) please give titles if feasible, otherwise, comment on your rationale.)

16 Interlibrary Loan requests seem to have increased as a direct result of online searching.

5 Other (Describe) (Increase of photocopying in library; some titles added; shift of funds and staff time to online)

D. If you have dropped abstracting/indexing titles, do you offer searching in database equivalents free of charge? (Check only one choice.)

6 YES, for affiliated users only

0 YES, for affiliated users and authorized unaffiliated users only

2 YES, for any user

1 NO

16 Does not apply

E. If you have dropped periodical/journal titles, do you supply full-text copies of articles free of charge?

0 YES, for affiliated users only

0 YES, for affiliated users and authorized unaffiliated users only

0 YES, for any user

0 NO

24 Does not apply

X. What direction do you expect your online search service to take in the next one to three years (e.g., end-user searching, microcomputer use, free searching, etc.)?

Searching via microcomputer (10)
End user searching (7)
Adding terminals, databases, vendors (6)
Changing fee structure (3)
Expansion of demand (3)
Increased financing (3)
No change (3)
Using local area networks for telecommunicaiton (1)

XI. Would you like a summary of the questionnaire results?

___YES

___NO

XII. May we have permission to use your library as an example of particular search service details or data?

___YES

___NO, do not mention my library by name

XIII. Are there other search services in libraries on your campus which should recieve a copy of this questionniare? _____

_____

USE THE ENCLOSED, SELF-ADDRESSED ENVELOPE TO RETURN THIS QUESTIONNIARE.
THANK YOU!

ANNE PAGE MOSBY OR GAYLE MCKINNEY
REFERENCE DEPARTMENT, PULLEN LIBRARY
GEORGIA STATE UNIVERSITY
100 DECATUR STREET, S.E.
ATLANTA, GA 30303